



## **Louisville Metro Community Services**

### **Five-Year Accomplishments**

*(as of 1/13/16)*

#### **Housing Assistance/Preventing Homelessness/Support for Veterans**

- Mayor Fischer signed the Mayors Challenge to End Veteran's Homelessness in the fall of 2014 – an White House initiated call to action with the ambitious goal to end veteran homelessness by the end of 2015. Victory was declared on Veterans Day in November 2015 when The U.S. Interagency Council on Homelessness informed Mayor Fischer that Louisville has officially reached "functional zero".
- Several new HUD grants have been secured by Louisville Metro Government to provide further housing and supportive services for the homeless in Louisville. Specifically, three new Permanent Supportive Housing projects and two new Rapid Re-Housing projects have been obtained to provide new housing and support for the homeless.
- During the last few years, housing slots have been specifically reserved and utilized for homeless victims of domestic violence and for the chronically homeless and super utilizers of Metro Corrections by Louisville Metro Government.
- Literal homelessness in Louisville has dropped 21% since 2010. 9,348 literally homeless individuals were counted as homeless in 2010, compared to 7,380 literally homeless individuals counted as homeless in 2013. The 2015 homeless census numbers (for the year 2014) have yet to be released by The Coalition for the Homeless. This drop in homelessness is due in part to new housing and supportive service resources, provided in part by Louisville Metro Government.

#### **Financial Empowerment Strategies and Initiatives**

- July 2015 marked the 5<sup>th</sup> anniversary of Bank On Louisville – a community partnership made up of local banks and credit unions, non-profits and other agencies led by Community Services. BOL's accomplishments since 2010 include:
  - 19,204 new bank accounts were opened/ 3,065 in Fiscal Year 2014-2015
  - 66% accounts have remained open with an average quarterly balance of \$1,370
  - 16,548 financial education participants across 1003 workshops
  - \$15,367,093 initially deposited through deposits made with the opening of accounts
- 2015 also marked 5<sup>th</sup> anniversary of the Microbusiness Development Program which has provided funding to 150 low-to-moderate income entrepreneurs to establish or expand microbusinesses in our community. Business owners report an 89% Business Survival Rate.

#### **Run Government Better/Provide Better Customer Service**

- CARE to Castinet Consolidation - Recognizing the importance of good data, Community Services was able to consolidate two client database systems into one in FY15. This accomplishment meant moving hundreds of client records into the new database, training and supporting over 50 staff through the transition, and developing new processes and policies to assure quality and efficiency. Consolidating into one client database means that Community Services will now have an unduplicated count of clients served and a more comprehensive picture of services provided to Louisville residents.

- Community Services revamped its Central Intake process beginning in FY 16 to develop a Standard Assessment which allows all agency clients to be screened for and connected with all available services within our department. This ensures all clients have the same opportunities to access services that will help them move towards self-sufficiency. Research shows that clients who receive multiple, bundled services are more likely to achieve their goals and reach self-sufficiency.
- First Neighborhood Place celebrated a Grand Reopening after 21 years of service to the Newburg community complete with new carpet, cubicles and office furniture.
- Community services via its eight Neighborhood Place locations engaged in the “Moneyball” initiative with Bloomberg.

## **Youth Services/ Youth Enrichment**

- Community Services supported the Education 40210 Project, which aims to increase Kindergarten readiness in the 40210 zip code by 5% by 2016. In early 2015, as a result of the partner commitment to this project, 37 Little Libraries (small “mailboxes” filled with books for young children) were installed in and around 40210. 1,000 Kindergarten Readiness Kits were developed for distribution to children and families getting ready for Kindergarten. Through a follow-up questionnaire completed by parents of children who have benefited from these services, 97.4% say their understanding of their child’s development is better after using the tool; 89.7% of parents say they know more about how to help their child learn so they can be ready for school; and 65% of children who are identified as needing additional services have received them as a result of the Ages and Stages Questionnaire.

## **Nutrition Programs**

- In the past five years, the waiting list for Home-Delivered Meals (i.e. Meals on Wheels) has dropped by 55% through increased efficiencies from 183 persons waiting to most recently, just 84 persons waiting for a hot home-delivered meal.

## **Outreach and Advocacy Efforts**

- Community Services’ Office For Women’s Visitation & Exchange Program provided 28,059 supervised visits and exchanges over the past five years - helping more than 100 families stay safe each month.
- The Trauma Informed Support (TIS) project began in 2015 connecting LMPD and JCPS through the Office For Women (OFW) and enables JCPS to offer early intervention and support to students impacted by family violence. When police are called to the scene for cases like child abuse, domestic violence, etc., data is collected and shared with OFW staff members who then inform area schools so that teachers and counselors are prepared to assist children impacted in these cases. The next priority is to move from a 48-72 hour process to a rapid response model.
- ADA@25, the 25<sup>th</sup> anniversary of the signing of the Americans with Disabilities Act, was celebrated locally in July 2015 with a two-day event that included activities and a panel discussion led by area experts.

## **Volunteerism**

- August, 2013: RSVP was the ONLY Senior Corps program in the nation to win the Corporation for National & Community Service (CNCS), Southwest Airlines Challenge Award for the RSVP / Robley Rex Veterans Administration Center collaboration and service to over 30,000 veterans each year.
- February, 2015: RSVP competed nationwide for the first time and won three-year grant funding as part of the Corporation for National & Community Service’ new requirements. This new grant allows

the Louisville Metro RSVP to continue its very distinguished heritage of service to local seniors and not-for-profit agencies. During Louisville Metro RSVP's 41 years, many individual members and staff have won WLKY Bell Awards, KY Governor's and national corporate awards for service distinction.

- October, 2014 & 2015: RSVP members and the RSVP-recruited general public have overwhelmingly responded to the needs of the Coalition for the Homeless' Annual "Stand Down" for Homeless Veterans by coordinating consecutive drives to collect new socks, towels and washcloths to support of providing foot washings and podiatric review for homeless veteran attendees. In the last 2 years, RSVP collected over 4,000 pairs of new socks, over 600 hundred towels and over 1,100 washcloths that were used for the relief of the homeless (men, women and children).
- January 2014 - December 2014 Foster Grandparent Program (FGP) Program Year - 88 Foster Grandparent volunteers served 78,727 hours of service to help 400 youth that needed extra academic help or mentoring in Jefferson County Public Schools, After School Programs and Out of School Time (summer) Programs. In the June 2014 Progress Report submitted by teachers, counselors, family resource coordinators and program directors, 75% of the youth identified improved in attitude and behavior as a direct result of interaction with a Foster Grandparent volunteer; and 80% of identified elementary students improved in teacher-identified areas of need such as reading, math and social/behavioral skills after being paired one-on-one with a Foster Grandparent volunteer for the school year.